



Job Description

Job details:

Job Title: Operations Manager

Department: Operations

Reports to: Operations Director

Job Purpose

The Operations Manager is a leadership position and will oversee and manage the UK Operations Team. This role ensures that NQA customers receive excellence in customer service and back-office certification delivery. The Operations Manager reports directly to the Operations Director and supports the broader NQA management team to undertake the transformative process of developing people and processes in order to deliver customer excellence. The Operations Manager will provide technical leadership and proactively develop skills and competence of UK office operations. This role represents customer facing activities in particular those undertaken by Client Executives. The Operations Manager provides technical support and an authoritative escalation point for decision making for technical and non-technical customer issues across all NQA certification schemes. This role will train, mentor and ensure the continuous development of customer service and technical skills and regulatory compliance in NQA UK.

Key functions:

- To promote a culture of continual improvement whilst striving to maintain strong operational process and regulatory compliance.
- To build and maintain strong relationships with NQA's client base ensuring the delivery of world class customer service.
- To provide technical leadership in a variety of certification standards, support people development and provide an engaging management approach.

Dimensions:

This is a multi-faceted Operational role, which would be ideal for a candidate who is looking to work in a dynamic and fast changing global regulatory environment. This will be a varied position and would be suitable to a candidate with strong people skills and experience or broad familiarity with the certification sector.

Working as an integral part of the UK Operations team; focusing on managing the day-to-day UK operations, ensuring excellence in service delivery and customer satisfaction. The role will also require you to develop excellent relationships with NQA's regulators whilst maintaining a high level of conformity and technical excellence within the team.

You must have a strong background in management system certification and a proven track record in Operational management and/or managing people. Experience of working in a regulatory capacity and familiarity with the core concepts of certification.

Key Duties and Responsibilities:

Day-to-Day

- Oversee and manage the UK office and team on a day-to-day basis, providing strong leadership and management support to the UK operations team.
- Lead and oversee the technical file review function, ensuring ongoing conformity and compliance across the UK office.
- Support on a day-to-day basis the delivery of certification through our EMEA agents.
- Ensure the overall delivery of client satisfaction through back-office operations and implement a culture of continuous improvement.
- Provide technical support to clients in the delivery of a broad range of management systems ISO certification standards.
- Manage and oversee operational process and scheme documentation ensuring compliance with our external regulators.
- Provide independent continual performance evaluation of the operations team ensuring individual competence of client executives and their ongoing technical development.
- Support the internal audit process within the UK office, actioning areas for continuous improvement.
- Annually support and attend the UKAS audit process.
- Provide Operational & technical support at UK and International conferences where required
- Ensure all operational KPI's are met for the UK team.
- Provide weekly / Monthly data and analytical reports for the operations director.
- Initiate/support/facilitate process improvement projects
- Provide ad hoc technical support to office and field staff
- To undertake any other duties as appropriate within their competence, as required by the Operations Director from time to time.

Person Specification:	
Essential	Desirable
The ability to establish effective working relationships both internally and externally at a senior and working level.	Strong understanding of ISO certification standards and the delivery of those standards through n international client base.
Operational experience in the TIC industry.	Experience of delivering operational excellence and continuous improvement.
Broad knowledge of accreditation requirements and processes	Ability to work well under pressure.
Personal experience of accountability for targets.	International business experience
Results focussed.	
Ability to understand and utilise management information, with the ability to make informed decisions.	
Experience of the development and implementation of management system processes	
Experience of project management	
Lead Auditor qualification	
Flexibility	
Experience in compiling and working with risk assessments	
Willingness to travel	
Full driving licence.	

Prepared by:	Date:
Chris Moores – Operations Director	7 th April 2022